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**UNITED STATES DISTRICT COURT
WESTERN DISTRICT OF OKLAHOMA**

www.okwd.uscourts.gov

Position Title: Information Technology Technician (Full-time permanent)
Vacancy Number: 18-11
Location: Oklahoma City
Open Date: October 22, 2018
Closing Date: November 19, 2018
Salary Range: CL-23 (\$33,086-\$53,783) Starting salary depends on qualifications and work experience. This is a career ladder position with promotion potential to CL-25 without further advertising.

POSITION OVERVIEW. This position is in the District Court Clerk's Office in Oklahoma City and is responsible for end user support activities. The incumbent provides technical support on information technology systems. The incumbent assists with courtroom support activities, including audio and video components within the courtroom environment. The incumbent also assists with the installation and configuration of computer hardware and software programs and performs routine to moderately complex troubleshooting for hardware and software systems. This position reports to the Assistant Systems Manager.

REPRESENTATIVE DUTIES. Incumbent will respond to help desk calls and e-mails, assist users on applications, create user accounts and provide user training when appropriate; assist with audio/visual systems for courtroom proceedings, presentations, and video conferencing; create and run reports, install and/or assist in the installation of upgrades, hardware and software; provide support for mobile computing devices and remote access; perform inventory control and basic system support for VOIP telephone systems. Periodic travel to provide support to Lawton Courthouse.

QUALIFICATIONS. Applicants must be a United States citizen or eligible to work in the United States. The successful applicant must be a high school graduate (or equivalent) and must have a minimum of two years of general experience. A bachelor's degree in a related field may substitute for general experience.

Applicants should be able to communicate and interact effectively with individuals and groups and be able to follow written and oral instructions, and apply a body of rules, regulations and policies. Incumbent should have a professional demeanor and appearance appropriate for a professional office environment.

COURT PREFERRED EXPERIENCE. Preference will be given to applicants with a minimum of two (2) years of hands-on experience working with PC based systems hardware and software, including printers, scanners, tablets, smart phones, audio/visual systems, and other peripheral devices. A college degree from an accredited college or university is preferred.

SPECIALIZED EXPERIENCE. The ability to troubleshoot and perform software and hardware maintenance in a courtroom environment is required. A thorough knowledge of current electronic technology and its related software is required. The ability to communicate technical information effectively (orally and in writing) to end users and IT management; the ability to interact effectively and appropriately with others; the ability to provide customer service and resolve difficulties while complying with regulations, rules, and procedures; and the ability to work as part of a team. Knowledge of VOIP and wireless systems and A/V experience is preferred. Must have knowledge of custom off-the shelf computer hardware and software programs, including knowledge of computer processes and capabilities, as well as a general understanding of case management systems. The incumbent must be organized with an eye for detail and must have excellent follow-through skills.

BENEFITS. Employees of the U.S. District Court are not classified under Civil Service but are entitled to many of the same benefits as other federal government employees including participation in the retirement system, health, dental, vision, life and long term care insurance programs, paid leave, periodic grade and step increases, and ten paid holidays. All employees are subject to mandatory electronic direct deposit of salary payment.

ADDITIONAL INFORMATION. The Court reserves the right to modify the conditions of this job announcement, or to withdraw the announcement, any of which may occur without prior written or other notice. In the event that a position becomes vacant in a similar classification, within a reasonable time of the original announcement, the court may elect to select a candidate from the applicants who responded to the original announcement without re-posting the position.

Participation in the interview process will be at the applicant's own expense and relocation expenses cannot be provided. Employees of the United States Courts serve under excepted appointments and are considered at will employees. Excepted service appointments are "at will" and can be terminated with or without cause by the court. As a condition of employment, the selected candidate will be subject to an FBI fingerprint background check. All information provided by applicants is subject to verification and background investigation. Applicants are advised that false statements or omission of information on any application materials may be grounds for non-selection, withdrawal of an offer of employment, or dismissal after being employed. More than one position may be filled with this announcement.

APPLICATION INSTRUCTIONS. Submit a cover letter, resume, and completed application form by email as a single .pdf document to hr@okwd.uscourts.gov. The U.S. Courts Employment Application can be found on our web page at www.okwd.uscourts.gov. Email applications should include the vacancy number and the name of the applicant in the subject line.

Vacancy No. 18-11
U. S. District Court, Western District of Oklahoma
William J. Holloway, Jr. U.S. Courthouse
200 N.W. 4th Street, Rm 1210
Oklahoma City, OK 73102

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